DOCUMENT RESUME

ED 466 876 JC 020 504

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TITLE	Success Center User Evaluation.
INSTITUTION	Johnson County Community Coll., Overland Park, KS. Office of Institutional Research.
PUB DATE	2002-02-00
NOTE	33p.; Color graphs may not reproduce adequately.
PUB TYPE	Reports - Research (143)
EDRS PRICE	EDRS Price MF01/PC02 Plus Postage.
DESCRIPTORS	*Ancillary School Services; Community Colleges; *Participant Satisfaction; Program Effectiveness; Program Evaluation; Student Attitudes; *Success; Two Year Colleges
IDENTIFIERS	*Johnson County Community College KS

ABSTRACT

The Johnson County Community College (JCCC) Success Center (Kansas) has been operational since 2000 and focuses on the facilitation of student growth and development. The Center's user evaluation--the results of which are contained in this document--is one of three projects developed to help evaluate the Center's success model. A questionnaire was distributed to each client who visited the Success Center during low-user traffic volume ("non-peak") and high-user traffic volume ("peak") periods. A total of 308 completed evaluations were returned for the non-peak period and 343 for the peak period. Major findings include: (1) users rated overall satisfaction with resources and services 4.59 on average (based on a 5-point scale, with 5 being "very satisfied" and 1 being "very dissatisfied"; (2) mean satisfaction with the center's services was higher for the non-peak period, except for financial aid, which was the same for both periods (4.3); (3) the difference between the non-peak and peak periods was largest for length of wait (4.32 non-peak and 3.79 peak) and lack of crowds (4.52 and 3.9); (4) an average of 60% of respondents had called the center at least once during the year--65% for peak period respondents and 57% for non-peak; and (5) mean satisfaction with aspects of phone contact with the center was very high for both periods for 3 out of 5 aspects: staff knowledge and competence, staff attitude, and staff interest in personal success. In summary, implementation of the Student Success Center concept has been very successful. Tabled survey results and the questionnaire are appended. (Contains 11 figures.) (EMH)

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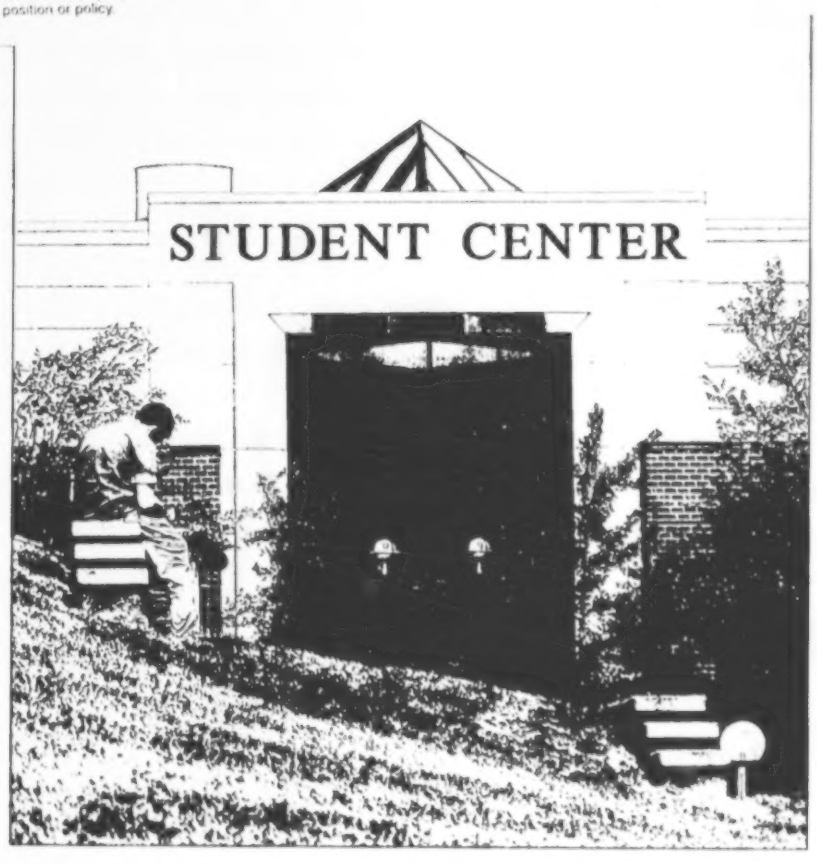

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February 2002

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Success Center User Evaluation

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February, 2002

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Background

The JCCC Success Center, located on the second floor of the Student Center, has been operational for approximately two years and is based on the JCCC Student Services Model, also known as the "Success Center Model." This model moves beyond the traditional 'one-stop shopping concept,' and focuses on the facilitation of each student's growth and development, encouraging learning and promoting achievement of individual goals. Because the Success Center Model is unique not only for students but also for staff, it is important to evaluate its effectiveness from both the user and service provider perspectives.

Objectives

The Success Center User Evaluation is one of three projects developed to help evaluate the Success Center Model and has the following objectives:

1. Measure student awareness of, usage of, and satisfaction with Success Center services.
2. Determine students' perceptions of the JCCC student orientation.

Methodology

A questionnaire was distributed to each client who visited the Success Center during low user traffic volume ("non-peak") and high user traffic volume ("peak") periods. The non-peak period distribution began on November 5, 2001; the peak period distribution started January 7, 2002. Evaluations were distributed during each period until a minimum of 300 completed questionnaires were returned. A total of 308 completed evaluations were returned for the non-peak period and 343 for the peak period. Because the number of students to whom questionnaires were given is unknown, it is not possible to calculate a response rate.

Major findings

- User satisfaction ratings of the Success Center were generally very good. Users rated overall satisfaction with Success Center resources/services 4.59 on average (5-point scale, with 1="very dissatisfied" and 5="very satisfied). Mean ratings of specific services ranged from 4.25 for course reinstatement to 4.49 for admissions information. Mean satisfaction ratings for aspects of the Success Center ranged from 4.04 for length of wait to 4.65 for staff attitude.

- Mean respondent satisfaction with Success Center services is higher for the non-peak period, with one exception. Mean satisfaction with Financial Aid is the same for both periods (4.30). The largest differences between non-peak (listed first) and peak are for Internet access (4.63 vs. 4.31), career assessments/inventories (4.44 vs. 4.16), admissions information (4.62 vs. 4.39), and academic advising (4.50 vs. 4.23).

- Mean respondent satisfaction (5-point scale, with 1="very dissatisfied" to 5="very satisfied" with eleven selected characteristics of the Success Center is also quite high,

from 4.04 for length of wait to 4.65 for staff attitude. Users rated overall satisfaction with Success Center resources/services 4.59 on average.

- Mean respondent ratings for the Success Center characteristics are higher for the non-peak periods than for the peak period, as would be expected. The difference between the non-peak and peak period is largest for length of wait and space comfortable/ uncrowded (means=4.32 and 4.52, respectively, for non-peak, compared with 3.79 and 3.90, respectively, for peak).

- Approximately nine in ten respondents regard the 2nd Floor Student Center as a one-stop location for receiving assistance from all JCCC services.

- Almost all respondents (95%) indicated they were greeted promptly upon entering the Success Center. This figure was 93% for peak period respondents and 96% for non-peak period respondents.

- Awareness of the availability of thirteen selected services in the Success Center prior to their visit varied widely, from about one-third who indicated prior awareness of Access Services information and career assessments/inventories to over three-quarters of respondents (76%), who indicated prior awareness of the availability of counseling services in the Success Center.

- Over half (57%) of Success Center users were returning JCCC students. The second-largest category was new JCCC students, which comprised over one-quarter (27%) of all respondents.

- Over two-thirds (69%) of respondents did not attend an orientation in the semester surveyed.

- Almost twice as many non-peak period respondents indicated they completed a group orientation in the Success Center than did peak period respondents (28% compared with 15%).

- In general, mean respondent ratings (4-point scale, with 1="not at all informative" to 4="very informative") of the JCCC student orientation were high and ranged from 3.35 for campus activities, clubs, and organizations to 3.67 for counseling services.

- The "Admissions" and "Counseling" sections of orientation at JCCC were rated most informative by non-peak period respondents (means=3.73). The "Counseling" and "Registration and schedules" sections were rated most informative by peak period respondents (means=3.63 and 3.64, respectively).

- Over sixty percent of respondents had called the Success Center at least one time this year (this figure was 65% for peak period and 57% for non-peak period respondents).

- Forty-six percent of all respondents called the JCCC switchboard main telephone number. One-third of non-peak period respondents called the Success Center directly, compared with 23% of peak period respondents.

- Mean satisfaction with aspects of phone contact with the Success Center was very high for three of the five aspects for both peak (listed first) and non-peak periods: staff knowledge and competence (4.33 and 4.50), staff attitude (4.38 and 4.45), and staff interest in personal success (4.20 and 4.38).

- Satisfaction with length of wait and number of transfers before respondent's question was answered had, on average, lower satisfaction ratings. The mean rating for length of wait was 3.55 for peak period respondents and 3.84 for non-peak period respondents. The mean satisfaction rating for number of transfers before their question was answered was 3.85 for peak period respondents and 3.97 for non-peak period respondents.

Discussion

Based on the results from this user evaluation, the Success Center is meeting its goals. Nine in ten users surveyed regard the Success Center as a "one-stop location for receiving assistance for almost all JCCC services." In addition, the Success Center also achieves high marks on "staff interest in your personal success." On this aspect, respondents indicated mean satisfaction of 4.32, between "somewhat" and "very" satisfied.

Overall satisfaction for Success Center resources/services is high (mean=4.59 on a 5-point scale; 4.50 for peak and 4.69 for non-peak).

Some areas of service delivery in the Success Center merit special mention. Ninety-five percent of all respondents indicated they were greeted promptly upon entering the Success Center. Admissions information received the highest mean satisfaction rating for both peak and non-peak periods. Staff attitude was the highest-rated aspect of the Success Center and averaged 4.65 on a 5.00 scale. "Counseling services" and "Registration and schedules" were considered by respondents to be the most informative sections of the JCCC orientation.

As with any service, there are always areas that can be improved. Survey results indicate possible areas for improvement, including frequency of use of orientation, length of wait and comfort of space (especially during peak periods), awareness of the availability of selected Success Center services, and publication of the direct Success Center telephone number. Periodic user evaluation is recommended to monitor Success Center effectiveness over time.

In summary, however, results of this evaluation process clearly indicate that implementation of the Student Success Center concept has been very successful and an important addition to comprehensive student service offerings at JCCC.

Background
The JCCC Success Center, located on the second floor of the Student Center, has been operational for approximately two years. Because the Success Center concept is unique not only for students but also for staff, it is important to evaluate its effectiveness from both user and service provider perspectives.

The Success Center Model
The JCCC Student Services Model is designed to support 'the dignity and growth of each individual, the uniqueness of each individual, and the fundamental right of each person to realize his or her fullest potential' (JCCC Student Services Value Statement, 1996). In this way, the JCCC Student Services Model moves beyond the traditional 'one-stop shopping concept,' which views enrollment as the end product. Rather, this model focuses on the facilitation of each student's growth and development, encouraging learning and promoting achievement of individual goals.

Objectives
The Success Center User Evaluation is one of three questionnaires developed to help evaluate the Success Center Model and has the following objectives:

1. Measure student awareness of, usage of, and satisfaction with Success Center services.
2. Determine students' perceptions of the JCCC student orientation.

In order to address expressed concerns about possible differences in the quality of service delivery during periods with a high volume of user traffic ("peak") and with a lower volume of user traffic ("non-peak"), the user evaluation was designed to be administered in two waves.

Methodology
The user evaluation form was distributed to each student who visited the Success Center during non-peak (starting November 5, 2001) and peak (starting January 7, 2002) periods. Questionnaires were distributed during each of the two periods until a minimum of 300 completed questionnaires were returned. Because the number of students to whom questionnaires were given is unknown, it is not possible to calculate a response rate. A total of 343 peak period respondents and 308 non-peak period respondents completed and returnedsurveys.

Major findings are summarized in the bulleted points and figures on the following pages. Tabled results are in Appendix A and a copy of the survey is in Appendix B. Students' written comments from the surveys are recorded verbatim in a supplement to this report.

Please direct any questions or comments about this survey, as well as requests for the supplement of respondents' verbatim comments, to:

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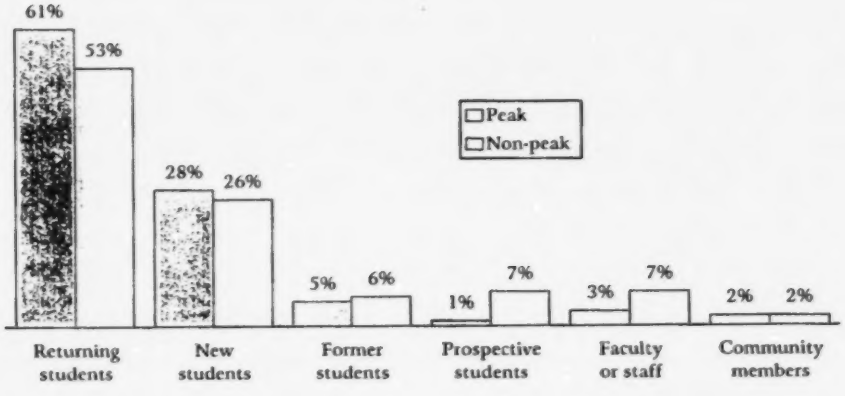
- A majority of responding Success Center users (57%) were returning JCCC students. (See Table 1, Appendix A.) The second-largest category was new JCCC students, which comprised over one-quarter (27%) of all respondents.

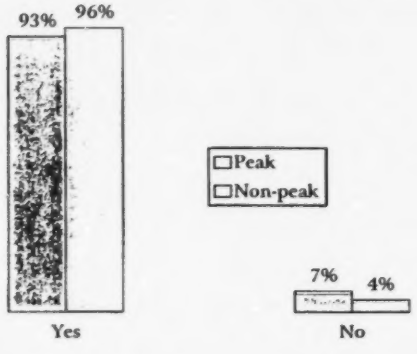
- As depicted in Figure 1, below, a higher proportion of respondents in the peak period were returning JCCC students (61%), compared with 53% in the non-peak period.

Figure 1
Types of Clients Served



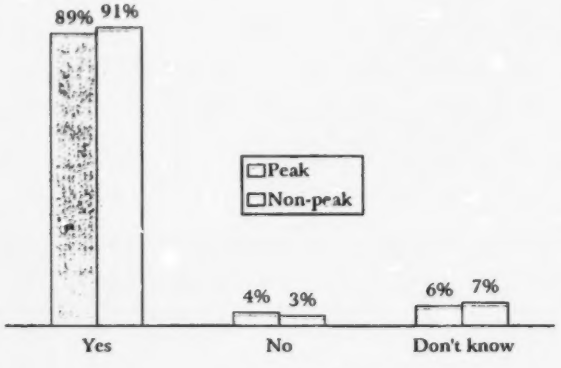
- Ninety-five percent of all respondents indicated they were greeted promptly upon entering the Success Center. (See Table 2, Appendix A.) This figure was 93% for peak period respondents and 96% for non-peak period respondents (see Figure 2, below).

Figure 2
Was Client Greeted Promptly Upon Entering the Success Center?



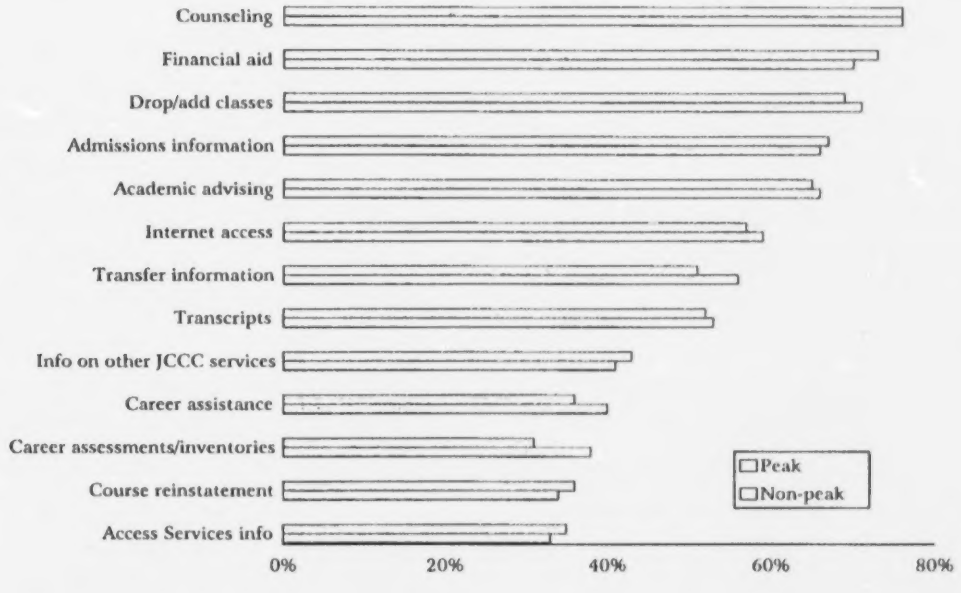
- Aapproximately nine in ten respondents regard the Success Center as a one-stop location for receiving assistance from almost all JCCC student services. (See Table 2, Appendix A, and Figure 3, below.)

Figure 3
Do Students Perceive the Success Center to Be a One-Stop Location for Receiving Assistance From Almost All JCCC Student Services?



- Awareness of the availability of thirteen selected services in the Success Center prior to their visit varied widely, from about one-third of respondents who indicated prior awareness of Access Services information and career assessments/inventories to over three-quarters (76%) of respondents, who indicated prior awareness of the availability of counseling services in the Success Center. (See Table 2, Appendix A.)

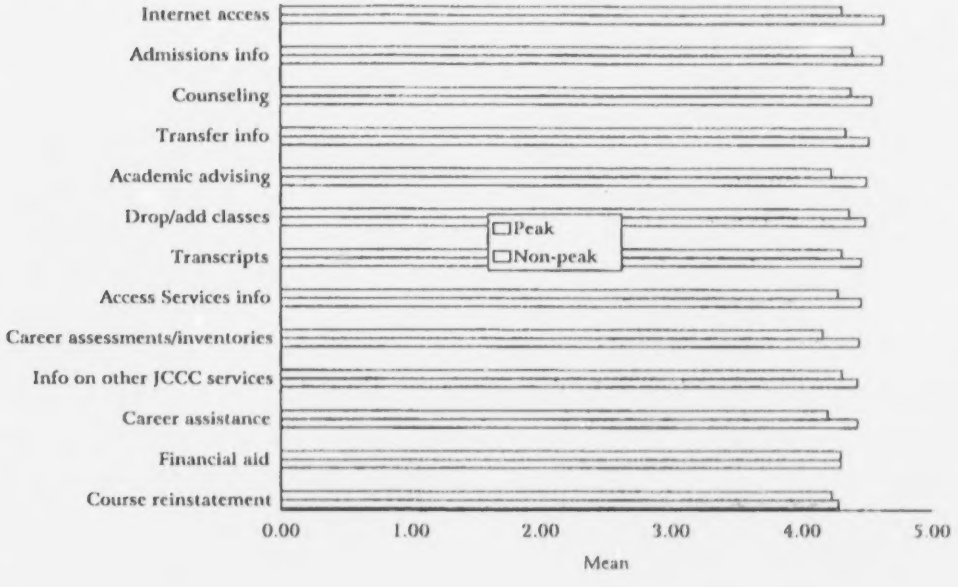
Figure 4
Prior Awareness of Success Center Services



- Figure 4, above, shows little difference between the percentages of peak and non-peak period respondents regarding prior awareness of Success Center services, with the exception of career assessments/inventories (prior awareness was 31% for peak compared with 38% for non-peak).

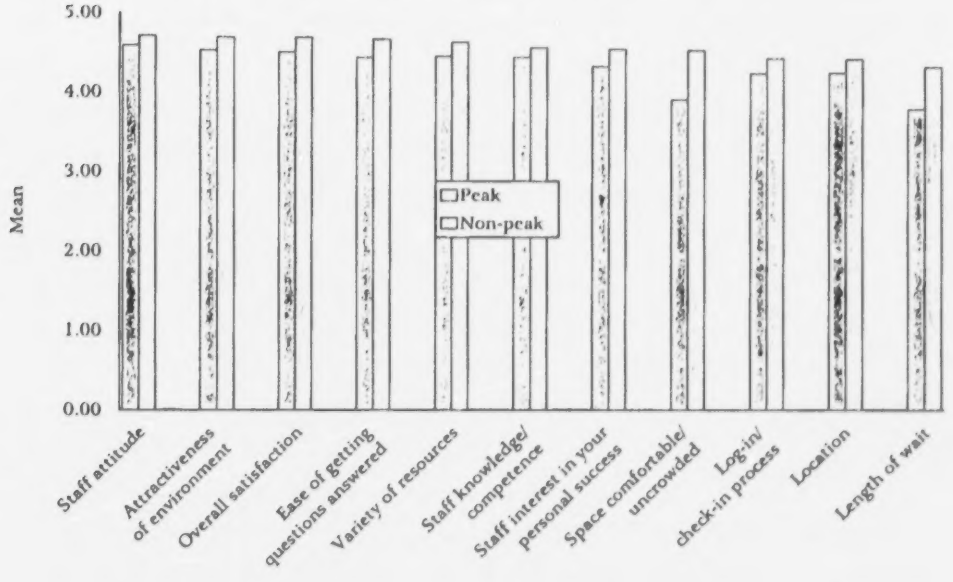
- Satisfaction with Success Center services is high, ranging from a mean of 4.25 (5-point scale, with 1="very dissatisfied" to 5="very satisfied") for course reinstatement to 4.49 for admissions information. (See Table 3, Appendix A.)

Figure 5
Satisfaction With Success Center Services



- Mean respondent satisfaction with Success Center services is higher for the non-peak period, with one exception. (See Table 3, Appendix A, and Figure 5, above.) Mean satisfaction with Financial Aid is the same for both periods (4.30). The largest differences between non-peak (listed first) and peak are for Internet access (4.63 vs. 4.31), career assessments/inventories (4.44 vs. 4.16), admissions information (4.62 vs. 4.39), and academic advising (4.50 vs. 4.23).

Figure 6
Satisfaction With Characteristics of the Success Center



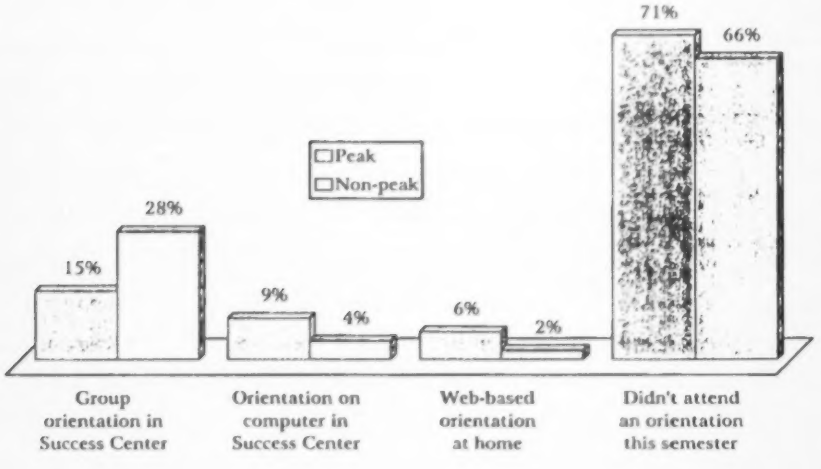
- Mean respondent satisfaction (5-point scale, with 1="very dissatisfied" to 5="very satisfied" with eleven selected characteristics of the Success Center is also quite high, from 4.04 for length of wait to 4.65 for staff attitude. (See Table 4, Appendix A, and Figure 6, above.) Users rated overall satisfaction with Success Center resources/ services 4.59 on average.

- Mean respondent ratings for the Success Center characteristics are higher for the non-peak periods than for the peak period, as would be expected. (See Figure 6.) The difference between the non-peak and peak period is largest for length of wait and space comfortable/uncrowded (means=4.32 and 4.52, respectively, for non-peak, compared with 3.79 and 3.90, respectively, for peak).

- Over two-thirds (69%) of respondents did not attend an orientation in the semester surveyed. (See Table 5, Appendix A.)

- Almost twice as many non-peak period respondents indicated they completed a group orientation in the Success Center than did peak period respondents (28% compared with 15%). (See Table 5, Appendix A, and Figure 7, below.)

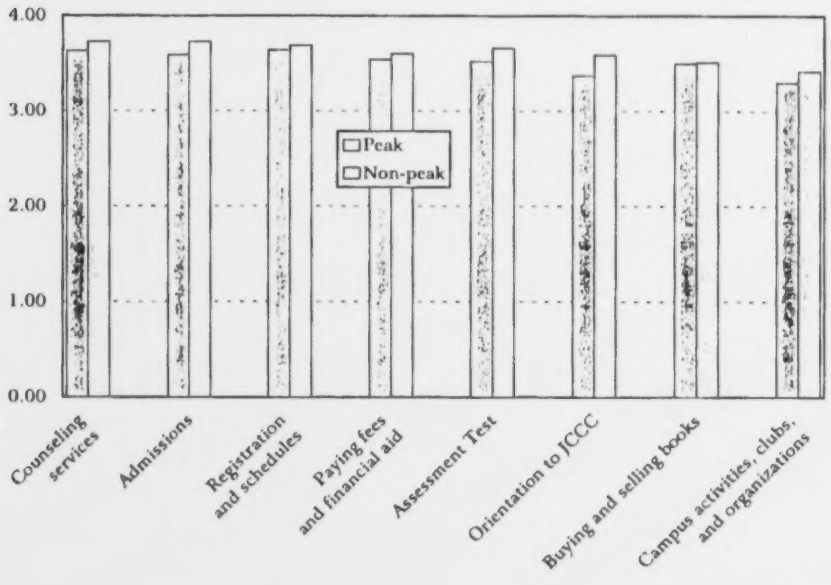
Figure 7
Type of Orientation Completed This Semester



- In general, mean respondent ratings (4-point scale, with 1="not at all informative" to 4="very informative") of the JCCC student orientation were high and ranged from 3.35 for campus activities, clubs, and organizations to 3.67 for counseling services. (See Table 5, Appendix A.)

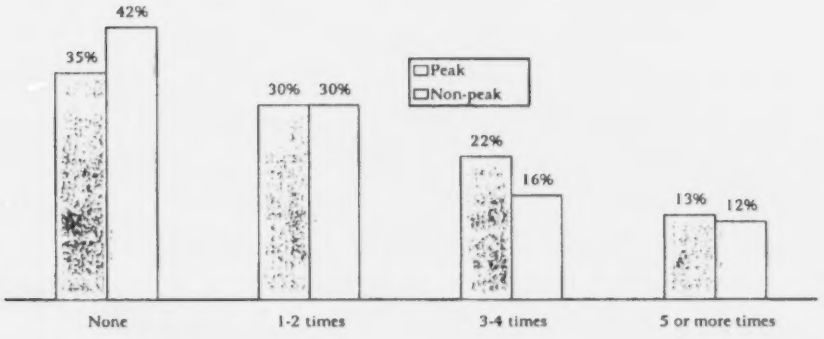
- The "Admissions" and "Counseling" sections of orientation at JCCC were rated most informative by non-peak period respondents (means=3.73). The "Counseling" and "Registration and schedules" sections were rated most informative by peak period respondents (means=3.63 and 3.64, respectively). (See Table 5, Appendix A, and Figure 8, next page.)

Figure 8
How Informative Were Sections of JCCC Student Orientation?
(4-point scale, 1="not informative at all" to 4="very informative")



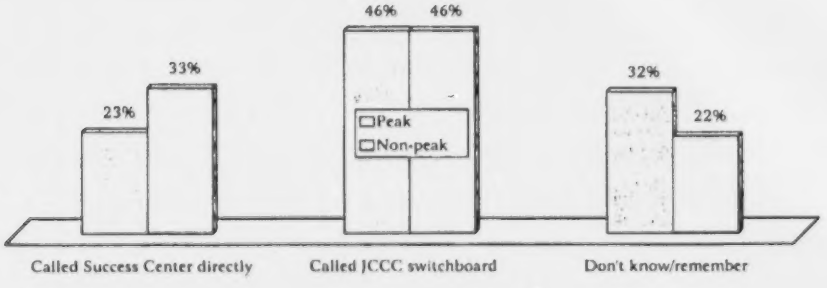
- Over sixty percent of respondents had called the Success Center at least one time this year (this figure was 65% for peak period respondents and 57% for non-peak period respondents. (See Table 6, Appendix A, and Figure 9, below.)

Figure 9
Number of Phone Contacts With Success Center This Year



- Forty-six percent of all respondents called the JCCC switchboard main telephone number. One-third of non-peak period respondents called the Success Center directly, compared with 23% of peak period respondents. (See Table 6, Appendix A, and Figure 10, below.)

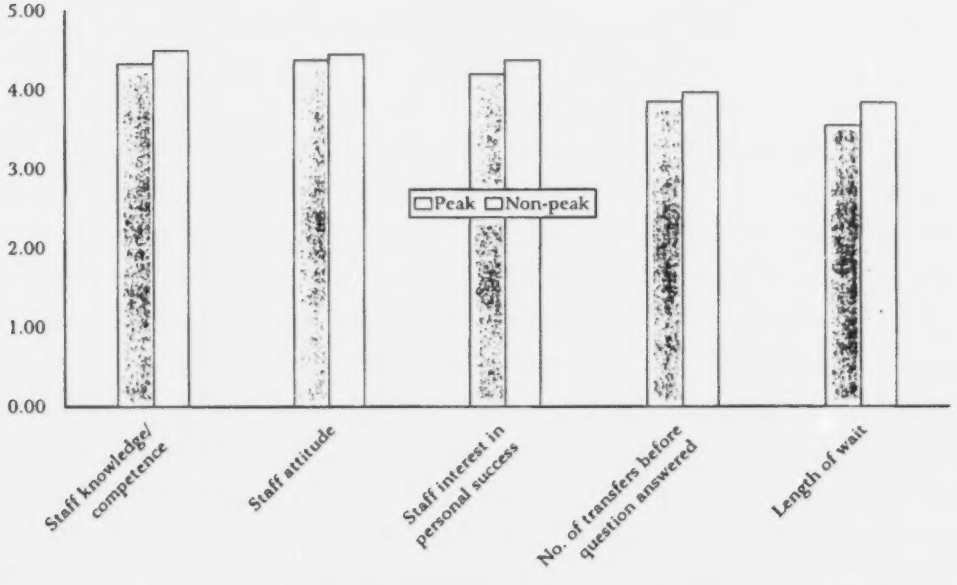
Figure 10
Phone Number Called



- Mean satisfaction (5-point scale, with 1="very dissatisfied" and 5="very satisfied") with aspects of phone contact with the Success Center ranged from 3.68 for length of wait to 4.40 and 4.41, respectively, for staff knowledge and staff attitude. (See Table 6, Appendix A.)

- Mean satisfaction with aspects of phone contact with the Success Center was very high for three of the five aspects for both peak (listed first) and non-peak periods: staff knowledge and competence (4.33 and 4.50), staff attitude (4.38 and 4.45), and staff interest in personal success (4.20 and 4.38). (See Table 6, Appendix A, and Figure 11, below.)

Figure 11
Satisfaction With Aspects of Phone Contact With the Success Center



- Satisfaction with length of wait and number of transfers before respondent's question was answered had, on average, lower satisfaction ratings. The mean rating for length of wait was 3.55 for peak period respondents and 3.84 for non-peak period respondents. The mean satisfaction rating for number of transfers before their question was answered was 3.85 for peak period respondents and 3.97 for non-peak period respondents.

Based on the results from this user evaluation, the Success Center is meeting its goals. Nine in ten users surveyed regard the Success Center as a "one-stop location for receiving assistance for almost all JCCC services." In addition, the Success Center also achieves high marks on "staff interest in your personal success." On this aspect, respondents indicated mean satisfaction of 4.32, between "somewhat" and "very" satisfied.

Overall satisfaction for Success Center resources/services is high (mean rating=4.59 on a 5-point scale; 4.50 for peak and 4.69 for non-peak). As might be expected, users who visited the Success Center during a non-peak period rated virtually every service and characteristic higher than those visiting during a peak usage period.

Although many areas of service delivery in the Success Center are good, some merit special mention. Ninety-five percent of all respondents indicated they were greeted promptly upon entering the Success Center. Admissions information received the highest mean satisfaction rating for both peak and non-peak periods. Staff attitude was the highest-rated aspect of the Success Center and averaged 4.65 on a 5.00 scale. "Counseling services" and "Registration and schedules" were considered by respondents to be the most informative sections of the JCCC orientation.

As with any service, there are always areas that can be improved; these are listed below.

- -- Over two-thirds of responding users indicated they did not go through orientation the semester they were surveyed. This percentage could be higher.
- -- During peak periods, respondents' mean satisfaction ratings for "length of wait" and "space comfortable, uncrowded" were lower.
- -- Less than half the respondents knew prior to visiting the Success Center of the availability of the following services (information on other JCCC services (42%), career assistance (38%), career assessments/inventories (34%), course reinstatement (35%), and Access Services information (34%).
- -- Only about one-quarter of JCCC students indicated they called the Success Center number directly. Publication of this number could eliminate one phone transfer for future users.

For a newly-implemented model, the Success Center can certainly be characterized a success from the user perspective, at least based on the results of this evaluation. Periodic evaluation by users would help to monitor its effectiveness over time.

In summary, however, results of this evaluation process clearly indicate that implementation of the Student Success Center concept has been very successful and an important addition to comprehensive student service offerings at JCCC.

APPENDIX A

TABLED SURVEY RESULTS

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Table 1
Types of Success Center Users

	Total	Peak	Non-Peak
New JCCC students	26.9%	28.3%	25.5%
Returning JCCC students	56.9	60.6	53.1
Former JCCC students	5.6	5.1	6.1
Prospective JCCC students	4.1	1.0	7.1
Member of the community	1.8	2.0	1.5
JCCC faculty or staff	4.8	3.0	6.6
No. of respondents	394	198	196

Table 2
Personal Visit

	Total	Peak	Non-Peak
Was respondent greeted promptly upon entering the 2nd Floor Student Center?			
Yes	94.7%	93.2%	96.4%
No	5.3	6.8	3.6
No. of respondents	641	338	303
Does respondent perceive the 2nd Floor Student Center as a one-stop location for receiving assistance from almost all JCCC student services?			
Yes	89.9%	89.4%	90.5%
No	3.6	4.4	2.6
Don't know	6.5	6.2	6.9
No. of respondents	644	339	305
Respondents who knew service was available at Success Center prior to visit			
Counseling	76.2%	76.4%	76.0%
Financial Aid	71.4	72.9	69.8
Drop/add classes	70.0	69.1	71.1
Admissions information	66.7	67.3	65.9
Academic advising	66.4	64.7	65.9
Internet access	57.9	57.1	58.8
Transcripts	52.7	52.2	53.2
Transfer information	53.3	51.3	55.5
Information on other JCCC services	42.1	43.1	40.9
Career assistance	37.5	35.6	39.6
Course reinstatement	35.0	35.9	34.1
Career assessments/inventories	34.3	30.9	38.0
Access Services information	33.9	34.7	33.1

Table 3
Satisfaction With Success Center Services

	Total	Peak	Non-Peak
Academic Advising	4.36	4.23	4.50
Access Services information	4.36	4.28	4.46
Admissions information	4.49	4.39	4.62
Career assessments/inventories	4.29	4.16	4.44
Career assistance	4.31	4.20	4.43
Counseling	4.36	4.38	4.54
Course reinstatement	4.25	4.23	4.28
Drop/add classes	4.43	4.37	4.49
Financial aid	4.30	4.30	4.30
Information on other JCCC services	4.36	4.31	4.43
Internet access	4.45	4.31	4.63
Transcripts	4.38	4.31	4.46
Transfer information	4.42	4.34	4.52

Table 4
Satisfaction With Characteristics of the Success Center

	Total	Peak	Non-Peak
Attractiveness of the environment	4.61	4.53	4.69
How easy it is to get questions answered	4.54	4.43	4.66
Length of wait	4.04	3.79	4.32
Location	4.32	4.24	4.41
Log-in/check-in process	4.32	4.23	4.42
Space comfortable/uncrowded	4.20	3.90	4.52
Staff attitude	4.65	4.59	4.71
Staff interest in your personal success	4.42	4.32	4.54
Staff knowledge/competence	4.50	4.44	4.56
Variety of resources available	4.54	4.45	4.63
Overall satisfaction with resources/services	4.59	4.50	4.69

Table 5
JCCC Student Orientation

	Total	Peak	Non-Peak
Type of orientation completed this semester:			
Group orientation in Success Center	20.7%	14.5%	27.9%
Orientation on computer in Success Center	6.8	9.0	4.2
Web-based orientation at home	4.0	5.5	2.3
Didn't attend an orientation this semester	68.6	71.1	65.7
No. of respondents	576	311	265
How informative were the following sections of the JCCC student orientation? (4-point scale, with 1="not informative at all" and 4="very informative")	*Mean*	*Mean*	*Mean*
Counseling services	3.67	3.63	3.73
Admissions	3.64	3.59	3.73
Registration and schedules	3.66	3.64	3.69
Assessment Test	3.58	3.52	3.66
Paying fees and financial aid	3.56	3.54	3.60
Buying and selling books	3.51	3.50	3.51
Orientation to JCCC	3.46	3.37	3.52
Campus activities, clubs, and organizations	3.35	3.30	3.42

Table 6
Phone Contact with JCCC Success Center

	Total	Peak	Non-Peak
Number of phone calls this year			
None	38.4%	34.7%	42.4%
1-2 times	30.0	30.1	30.0
3-4 times	18.9	22.1	15.5
5 or more times	12.7	13.2	12.1
No. of respondents	623	326	297
Phone number called			
Called Success Center directly	27.3%	22.8%	32.8%
Called JCCC switchboard	45.6	45.5	45.7
Don't know/remember	27.1	31.7	21.5
No. of respondents	410	224	186
Mean satisfaction with aspects of phone contact with the Success Center (5-point scale, with 1="very dissatisfied" and 5="very satisfied")			
Staff knowledge/competence	4.40	4.33	4.50
Staff attitude	4.41	4.38	4.45
Staff interest in personal success	4.28	4.20	4.38
Number of transfers before question was answered	3.90	3.85	3.97
Length of wait	3.68	3.55	3.84

APPENDIX B

QUESTIONNAIRE

SUCCESS CENTER EVALUATION

Dear Success Center visitor,

Your help in evaluating the JCCC Success Center will ensure that it meets users' needs. Please complete the questions below by filling in the ovals that correspond to your answers. (Make no stray marks.)

Drop your completed evaluation in the box outside the Success Center, the transcript box, 1st floor, Student Center (in front of the information desk), the file cabinet in the COM 1.5 lobby, the file cabinet in the CC lobby, or the wooden box in the ATB West Lobby. Thank you!

(If you have completed one evaluation, please do not fill out another one.)

Are you a . . . (please select *one* best answer)

- O *New* JCCC student
- O *Returning* JCCC student
- O *Former* JCCC student
- O *Prospective* JCCC student
- O Member of the community
- O JCCC faculty or staff member

Personal Visit

1. Were you greeted promptly when you entered the Success Center?

- O Yes
- O No

2. In your opinion, is the JCCC Success Center, 2nd Floor Student Center, a one-stop location for receiving assistance from almost all JCCC student services?

- O Yes
- O No
- O Don't know/can't say

3. Which of the following resources/services did you know (prior to today's visit) were available at the Success Center? *(Mark all that you knew were available at the Success Center prior to today's visit.)*

- O Academic Advising
- O Access Services information
- O Admissions information
- O Career assessments/inventories
- O Career assistance
- O Counseling
- O Course reinstatement
- O Drop/add classes
- O Financial aid
- O Information on other JCCC services
- O Internet access
- O Transcripts
- O Transfer information

4. Based on today's visit, please indicate how satisfied or dissatisfied you are with each of the following aspects of the Success Center.

	Not applicable	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Attractiveness of environment	O	O	O	O	O	O
How easy it is to get questions answered	O	O	O	O	O	O
Length of wait	O	O	O	O	O	O
Location	O	O	O	O	O	O
Log-in/check-in process	O	O	O	O	O	O
Space comfortable, uncrowded	O	O	O	O	O	O
Staff attitude	O	O	O	O	O	O
Staff interest in your personal success	O	O	O	O	O	O
Staff knowledge/competence	O	O	O	O	O	O
Variety of resources available	O	O	O	O	O	O
Overall satisfaction with Success Center resources/services	O	O	O	O	O	O

Satisfaction with Resources/Services Used

5. For Success Center resources/services *you have used*, please indicate how satisfied or dissatisfied you are with the resource/service. For resources/services not used, mark "not used."

	Not used	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Academic Advising	0	0	0	0	0	0
Access Services information	0	0	0	0	0	0
Admissions information	0	0	0	0	0	0
Career assessments/inventories	0	0	0	0	0	0
Career assistance	0	0	0	0	0	0
Counseling	0	0	0	0	0	0
Course reinstatement	0	0	0	0	0	0
Drop/add classes	0	0	0	0	0	0
Financial aid	0	0	0	0	0	0
Information on other JCCC services	0	0	0	0	0	0
Internet access	0	0	0	0	0	0
Transcripts	0	0	0	0	0	0
Transfer information	0	0	0	0	0	0

Orientation

6. Which of the following JCCC student orientations did you complete this semester?

- 0 Group orientation in Success Center
- 0 Orientation on computer in Success Center
- 0 Web-based orientation at home
- 0 Didn't attend any orientation this semester>>>Go to Q9

7. How informative were the following sections of the JCCC student orientation?	Not at all informative	Not very informative	Somewhat informative	Very informative
Admissions	0	0	0	0
Orientation to JCCC	0	0	0	0
Assessment Test	0	0	0	0
Counseling services	0	0	0	0
Registration and schedules	0	0	0	0
Paying fees and financial aid	0	0	0	0
Buying and selling books	0	0	0	0
Campus activities, clubs & organizations	0	0	0	0

8. What suggestions do you have for improving the JCCC student orientation?

Phone Contact

9. **How often have you called the JCCC Success Center this year?**

- O Never>>>>Go to Q13.
- O 1-2 times
- O 3-4 times
- O 5 or more times

10. **When you called the Success Center, did you dial 469-3803 or 469-8500 (the switchboard) first?**

- O Called 469-3803 directly
- O Called 469-8500 (the switchboard) first
- O Don't know/remember

11. **Please indicate how satisfied or dissatisfied you are with the following aspects of phone contact with the Success Center.**

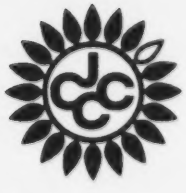
	Not applicable	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Length of wait	O	O	O	O	O	O
Number of transfers before question was answered	O	O	O	O	O	O
Staff attitude	O	O	O	O	O	O
Staff interest in your personal success	O	O	O	O	O	O
Staff knowledge/competence	O	O	O	O	O	O

12. **What suggestions do you have for improving the JCCC Success Center phone operation?**

13. **What suggestions do you have for improving any aspect of the Success Center?**

COMMENTS

Drop your completed evaluations in: the box outside the Success Center, the transcript box on the 1st floor, Student Center (in front of the information desk), the file cabinet in the COM 1.5 lobby, the file cabinet in the CC lobby, or the wooden box in the ATB West Lobby. Thank you!



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Title: Success Center User Evaluation

Author(s): Shirley G. Weglarz, Research Analyst

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